



Kentucky
Commission
on the
Deaf and
Hard of
Hearing

Access Center Interpreter Handbook

An Agency of the Education Cabinet
www.kcdhh.ky.gov

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SECTION 1 - INTRODUCTION

ACCESS CENTER

The Access Center (AC) is a program within the Kentucky Commission on the Deaf and Hard of Hearing which provides interpreter and captioner referral services to only state agencies. The AC was established in 1999 (735 KAR 2:010. Definitions for 735 KAR Chapter 2. Relates to: KRS 12.290, KRS 163.510(4) Statutory Authority: KRS 12.290, KRS 163.510(4). The AC is an integral part of the Office of Equitable Access within the KCDHH. The AC provides state agencies interpreter and captioner referral services to ensure all individuals who are deaf or hard of hearing in Kentucky have equal access to communication.

This Interpreter Handbook was created by the Access Center staff to serve as a tool for interpreters and captioners who provide services to state agencies. When an interpreter/captioner is referred by the Access Center staff to a state agency, the Access Center must ensure that high quality services and professionalism is being exemplified. This handbook clearly defines KCDHH's procedures and expectations of all interpreters and captioners working through the Access Center. The Access Center hopes that by reading this handbook interpreters and captioners will be better informed about procedures and standards set forth by the KCDHH and therefore will be able to perform their duties in a manner that parallels those standards.

SECTION 2 – REFERRAL PROCESS

KRS 163.510(4) requires the commission to oversee the provision of interpreter services to the deaf and hard of hearing.

2.1 Referral Process

2.1. Procedures

When the Access Center receives a request for an interpreter, the coordinator will check all information to confirm that the requestor is a state agency.

All of the following information will be obtained by the Access Center: the Access Center will enter all above information in the Access Center database.

- Date request is received
- Agency contact person
- How request was made (phone, e-mail, person)
- Title
- Cabinet
- Agency
- Address
- Phone
- Date of assignment
- Consumer(s)
- Communication Preference
- Start and End Time
- Number of Interpreters needed
- Assignment location
- Type of event
- On-site contact
- Billing information (to be given to interpreter)
- Any other information considered necessary in order to fulfill Clients' needs

The Access Center will use the following criteria to begin the process of confirming interpreters or captioners to assignments.

- Only certified and licensed interpreters are considered;
- Consumer's request for a specific interpreter;
- Refer to the interpreter rotation list in the Access Center database. This rotation list designates the first interpreter to be used based on availability and region; and
- The consumer's preferred mode of communication and nature of the assignment.

RID certified or NAD Level IV or V interpreters are given priority for all general interpreting assignments. NAD Level III interpreters may be considered in a team situation if the team member is NAD IV or V or RID certified.

The Access Center will contact the interpreter via email or by phone to see if he/she is available for the assignment. If that interpreter is not available, the next appropriate interpreter on the list will be contacted. This process continues until an interpreter is found. If there are no interpreters available, the requesting agency will be contacted to see if they would like the Access Center to contact interpreters outside of the requestor's region, which may cost more. As a last resort the Access Center asks the agency if there is a possibility of rescheduling the event.

2.2 Confirming Assignments

Once an interpreter has accepted the assignment, a confirmation form is sent to both the interpreter and the requesting agency. The interpreter is then bound to the Access Center staff keeping them informed of any changes in their ability to keep the assignment. Future assignments scheduled as a result of the first assignment must be made through the Access Center.

2.3 Billing

All interpreters contacted through the Access Center work as independent freelance interpreters and are therefore responsible for accurate record keeping and billing. KCDHH is not responsible for the billing or fees associated with the assignment. Each interpreter should contact the requesting agency to discuss and approve all billing arrangements prior to the assignment date.

Access Center will advocate for the rights of the interpreter and for timely payment by the state agency to the interpreter.

SECTION 3 – ACCESS CENTER REQUIREMENTS OF THE INTERPRETER

3.1 Statement on Interpreters

KCDHH is mandated to utilize only those interpreters licensed through the State of Kentucky. In order to be licensed you must be certified by a national certifying body. KCDHH supports professional development and requires all interpreters to preserve a high level of professionalism while maintaining licensure.

KCDHH strives to promote the professional development of all interpreters. KCDHH encourages all seasoned and new interpreters to attend conventions, workshops, training programs, classes, and evaluations to improve their skills. KCDHH strongly supports and encourages membership in professional organizations both on state and national levels.

3.2 Information on Each Interpreter in Access Center

In order to be considered by the Access Center as an interpreter for state assignments the interpreter must provide the Access Center with the following information:

- Copy of Kentucky interpreter license
- Proof of national certification
- Copy of current availability schedule (every 6 months)
- Videotape of sign to voice and voice to sign skills.
- Signed acknowledgement form

3.3 Access Center Notification

It is the responsibility of each interpreter to promptly notify the Access Center in writing, e-mail, or by telephone, of any changes in the following data:

1. Name
2. Personal mailing address, telephone numbers and e-mail addresses
3. Current copies of certifications
4. Kentucky Interpreter License Number
5. Availability schedule

The Kentucky Licensure Board maintains the interpreter directory. Current information must be given to the both the Kentucky Licensure Board and KCDHH's Access Center.

3.4 Consumer No Shows

In the event that the client fails to appear for an assignment, interpreters should wait at least 20 minutes for a one-hour assignment or 40 minutes for assignments longer than one hour.

3.5 Emergencies

Each interpreter who accepts assignments through the Access Center has a responsibility to notify the Access Center as soon as possible if they are not going to be able to make the assignment. If the

interpreter needs to call after hours, the interpreter shall page the Interpreter Relations Coordinator at Rmorgan@tmail.com and the State Interpreter Administrator at VLM@tmail.com.

3.6 Inclement Weather

All interpreters are expected to arrive on time to assignments, regardless of the weather. In the event of inclement weather, call your scheduled assignment location and confirm your time of arrival. The interpreter should tune in to his/her local weather station for closings and follow the closings that are posted for the state.

3.7 Interpreter No-Shows/Substitutes/Tardys

The Access Center recognizes that there are times when illness or unexpected emergencies arise. If this occurs and the interpreter is unable to cover his/her assignment(s), please contact the Interpreter Relations Coordinator immediately. An interpreter who frequently misses assignments or an interpreter who is habitually late will not be tolerated by the Access Center and in doing so will be placed on a no call list for future assignments.

SECTION 4 – PROFESSIONAL CODE OF CONDUCT

Interpreters are also expected to act in a professional manner abiding by the NAD-RID Professional Code of Conduct prior to, during and after an assignment.

Code of Professional Conduct

Tenets

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development

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SECTION 5 – ACKNOWLEDGEMENT FORM

Kentucky Commission on the Deaf and Hard of Hearing

Acknowledgment Form

The Interpreter handbook describes important information about the Kentucky Commission on the Deaf and Hard of Hearing, and I understand that I should consult the Access Center regarding any questions not answered in the handbook. Since the information described here is subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that new information may supersede, modify, or eliminate existing policies.

I acknowledge that my interpreting certification and Kentucky Interpreter License is current and will be kept up to date. I acknowledge the Access Center will be notified in writing of any changes regarding certification.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have read and agree to comply with the policies set forth in this handbook and any revisions made to it.

I have read the Access Center Interpreter Handbook and I agree to comply with all policies and procedures as set forth in this handbook.

Interpreter's Name (printed)

Interpreter's Signature

Date